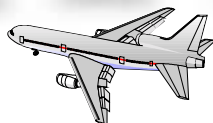


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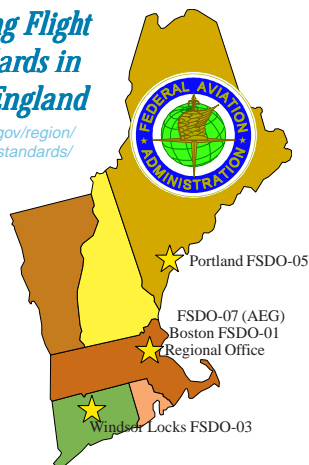


News from the FAA New England Flight Standards Region

Fall, 2003 No. 42

Serving Flight Standards in New England

www.faa.gov/region/ane/flightstandards/



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Internet Sites for



<http://www.faa.gov/region/ane/flightstandards/newsltr/news.cfm>

FAA Launches New Emphasis on Customer Service

The Federal Aviation Administration (FAA) began a new customer service initiative providing written guidance and training to all managers and supervisors in our Regulation and Certification offices throughout the country. The new program initiative builds on efforts that helped make FAA the most improved government agency — a gain of 9 points — in the 2002 American Customer Satisfaction Index survey. Under the program customers have the right to ask for a review on any inspector's decision made in the regulatory or certification process without fear of retribution. Information on how to do this — names, titles, and phone numbers — will be prominently displayed on the Internet and in all FAA regional and field offices. The goals of the Customer Service Initiative include the following:

- Promote more consistency and fairness in applying FAA regulations.
- Promote earlier resolution of disagreements.
- Better document regulation and certification decisions.
- Make every FAA employee accountable for achieving the agency's mission.



Jim Ballough, Director of Flight Standards, AFS-1, who is spearheading the Customer Service Initiative for Flight Standards.

In the near future, customers can expect to receive information in the form of cards that outline the Customer Service Initiative from representatives of their respective Flight Standards District Office (FSDO). These cards will have the name and telephone number of the FSDO supervisor, FSDO manager, and the phone number of the Flight Standards Division Manager. A sample of the information shown on this card is shown on page 6 and at www.faa.gov/avr/customerservice/index.cfm.

RVSM Maintenance Programs Require FAA Approval

by John J. Feliciano, Principal Avionics Inspector, NE-FSDO-03

The regulation 14 CFR 91, Appendix G, Section 3(1) requires an operator who is authorized to operate within the RVSM airspace to have an approved RVSM maintenance program. These programs were submitted during application in a form and

Continued on page 2

manner acceptable to the Administrator. With the implementation of Domestic Reduced Vertical Separation Minimum (DRVSM) the requirement for an approved RVSM maintenance program has been clearly defined.

The new requirements can be found in change 16 to the FAA Airworthiness Inspector's Handbook, FAA Order 8300.10, Volume 2, Chapter 5, Section 9(D). There are 10 items that need to be covered in the approved program. Each RVSM maintenance program must include the following:

1. Identification of components considered to be RVSM critical, and identification of structural areas noted as RVSM critical areas.
2. The name or title of the responsible person who will ensure that the aircraft is maintained in accordance with the approved program.
3. The method the operator will use to ensure that all personnel performing maintenance on the RVSM system are properly trained, qualified, and knowledgeable of that specific system.
4. The method the operator will use to notify the crew if the aircraft has been restricted from RVSM but is airworthy for an intended flight.
5. The method the operator will use to ensure conformance to the RVSM maintenance standards, including the use of calibrated and appropriate test equipment and a quality assurance program for ensuring continuing accuracy and reliability of test equipment, especially when out sourced
6. The method the operator will use to verify that components and parts are eligible for installation in the RVSM system, as well as prevent ineligible components or parts from being installed.
7. The method the operator will use to return an aircraft to service after maintenance has been performed on an RVSM component/system or the aircraft was determined to be non-compliant.
8. Periodic inspections, functional flight tests, and maintenance and inspection procedures with acceptable maintenance practices for ensuring continued compliance with the RVSM aircraft requirements.
9. The maintenance requirements listed in Instructions for Continued Airworthiness (ICA) associated with any RVSM associated component or modification.

DRVSM in January, 2005

As many of you are already aware Domestic Reduced Vertical Separation Minimum (DRVSM) is scheduled for January 20, 2005. This will include the 48 contiguous states, Alaska, the Gulf of Mexico, and San Juan, Puerto Rico airspace. The RVSM program enables the reduction of vertical separation from 2,000 feet to 1,000 feet between flight levels (FL) 290 – 410 (inclusive). This enhanced use of the airspace is projected to save approximately \$5.3 billion over the period from 2005 – 2016. Updated guidance for implementation is scheduled for publication sometime in August, 2003. Please contact your local Flight Standards District Office (FSDO) for further information.

10. Any other maintenance requirement that needs to be incorporated to ensure continued compliance with RVSM requirements.

- These elements may be listed in detail or described by reference to an acceptable program that is identified and controlled by revision or issue number.
- The need for functional flight tests may be limited to aircraft that have been modified or repaired. These modifications or repairs must warrant a flight test.

If your Principle Avionics Inspector (PAI) has not contacted you, it is recommended that you contact them. They will guide you through this new requirement and review and approve your RVSM maintenance program. ➔

Airwaves is published quarterly by the Federal Aviation Administration, New England Region, Flight Standards Division, 12 New England Executive Park, Burlington, MA 01803 (Telephone 781 238-7200). Please direct your comments or questions to Jim Gebryel at 860 654-1010, 860 654-1009 (fax), or via electronic mail (e-mail) at james.gebryel@faa.gov. You can call, write, fax, or use e-mail to add your name to our mailing list. An electronic copy of *Airwaves* may be downloaded from: www.faa.gov/region/ane/flightstandards/index.cfm

Acceptance and Use of Electronic Signatures, Electronic Recordkeeping, and Electronic Manuals

by Roger Fortune, New England Regional Specialist, ANE-230

Over the past few years many repair stations and air carriers have asked the FAA for approval to use electronic signatures, recordkeeping, and manuals. The FAA's answer to that question was to apply for an exemption to the rule to use electronic means. The introduction of Advisory Circular (AC) 120-78 describes an acceptable means, but not the only means, of complying with the FAA's operational and maintenance requirements. Handwritten signatures, records and stamps continue to be acceptable. However, if you use the electronic means described in this AC, you must conform to the guidance contained in the AC.

Electronic Signature

An electronic signature is a signature that possesses those qualities and attributes that guarantee a handwritten signature's authenticity. In other words it should be unique and not easy to duplicate. There are many different forms of electronic signatures, e.g. digital signature, a digitized image of a paper signature, typed notation, electronic code, and any other form of an individual identification that can be used as a means of authenticating a record. The attributes of an acceptable electronic signature must be part of a well-designed system with procedures considering the following at a minimum: uniqueness, significance, scope, signature security, non-repudiation, and traceability.

Electronic Recordkeeping System

An electronic recordkeeping system is a system that meets both the operational and maintenance requirements addressed in the AC. Security of the system and written procedures for use of the system by employees must be considered and addressed in the operator's manual when constructing an electronic recordkeeping system. These procedures will also include how the company will make the required records available to both the FAA and National Transportation Safety Board (NTSB) to review at their respective offices. These requirements can be fulfilled in many ways, i.e., floppy disk, paper copy, etc.

Electronic Manuals

Electronic manuals are manuals that assume its contents have been FAA approved or accepted as appropriate. Manuals on CD-ROM, Internet-based systems, or other electronic media are acceptable. They offer improved data accessibility, quality control, and speed distribution over paper or microfilm based information storage systems that result in enhanced safety. When constructing an electronic manual the following elements must be considered and addressed: storage and retrieval; maintenance and support; access; revisions; FAA/NTSB access; user instructions; training; and enhancements. Functional considerations should allow users to retrieve applicable information at a computer station anywhere in the facility. Revision control procedures to include validation of revision control procedures, revision transmittal letter/release notes, data currency audits, and user responsibility. There must be a method of preserving the stored data and data archives must provide access to

previously used technical data to support or verify a method of repair or maintenance.

How does a certificate holder receive FAA approval to use an electronic format?

Certificate holders intending to use an electronic format should obtain AC 120-78 and consult with their local Flight Standards District Office and assigned principal inspectors before implementing the electronic system. To obtain FAA approval, the certificate holder must submit a letter of intent (A sample letter is located in Appendix 1 of the AC) describing the proposed system and include the proposed section of the manual or revision to the certificates holders' manual. The proposed manual section or revision should clearly state who in the organization has the authority and the overall responsibility for implementing, modifying, revising, and monitoring the electronic format computer software.

The appropriate FAA Principal Inspector will review the electronic manual proposal. If the proposed electronic hardware and computer software system meet the intent of the AC, the inspector will make the appropriate entry on the operators' operation specifications. For Part 91 operators, if the procedures are acceptable, the Flight Standards District Office will provide the operator with a letter of acceptance (see Appendix 2 for sample letter).

For more details, please refer to AC 120-78 in the FAA Flight Standards Service information website located at www.faa.gov/avr/afs/index.cfm (Information and Advisories section), or contact your local Flight Standards District Office who can provide you with a copy. ➔



Copies of FAA Bulletins and Notices, Advisory Circulars (AC), notices of rule changes, and other Flight Standards information, can be downloaded from the Internet world wide web at www.faa.gov/avr/afs. You may also contact your local FSDO for a copy of a particular bulletin or notice. In addition to the FAA website, hard copies of AC's may be ordered from, the Superintendent of Documents, PO Box 371954, Pittsburgh, PA 15250-7954 (phone orders: 202 512-1800; fax: 202 512-2250). Master Minimum Equipment Lists (MMEL) and MEL policy letters may be downloaded from the internet at www.opspecs.com or you can request the specific MMEL from your local FSDO.

Security Related NOTAMS

As many of you know, the Transportation Security Administration (TSA), now part of the Department of Homeland Security, has initiated, through the FAA, Notices to Airmen (NOTAMS) relating to various security concerns. Within the past year and a half year, we have had a number of NOTAMS designating Temporary Flight Restrictions (TFR). More recently one had to do with the New York area or ADIZ (Air Defense Identification Zone). At last count there were over 120 possible pilot deviations when the NYADIZ TFR was in effect. The reasons for these NY ADIZ intrusions were varied. Some pilots did not check NOTAMS prior to flight. Some were aware of the NOTAM but were unaware of the boundaries of the TFR, while, for others, their navigation was flawed. This number of pilot deviations resulting from TFR transgressions alone should give pause to those who do not obtain the necessary

preflight information prior to departure.

Another example of a TFR is one set up to protect the President of the United States which is sometimes set up at a moment's notice with very little warning. These NOTAMS typically include a 30NM restricted ring around a designated area to provide security for a Presidential visit to a particular event. Because these TFR's can pop-up on such short notice, and sometimes change by the hour, is still another reason why pilots need to check NOTAMS frequently.

"Blanket" NOTAMS are those set up on a semi-permanent basis that cover a specific area around an event that the government believes requires special security. This type

***"Don't think that
just because you
checked NOTAMS in
the morning, it will
protect you
throughout the
day."***

of NOTAM may stick around for a while but may change over the course of time. One example of such a NOTAM is FDC 3/1862 that states in part: "...one hour before the scheduled time of the event until one hour after the end of the event, all aircraft and parachute operations are prohibited at and below 3,000 feet AGL within a three nautical mile radius of any stadium having a seating capacity of 30,000 or more people in which a major league baseball, national football league, NCAA division one football, or major

motor speedway event is occurring." The NOTAM also includes a clause that allows those who meet certain criteria to apply for a waiver to these restrictions.

It should go without saying that pilots these days must pay more attention to NOTAMS and be sure to check frequently for NOTAMS along your route of flight, even if your flight only takes you around your local airport traffic pattern. Don't think that just because you checked NOTAMS in the morning, it will protect you throughout the day. Sources for NOTAMS include the FAA Flight Service Station (1 800 WX-BRIEF), AOPA (www.aopa.org), and the FAA website at www.faa.gov/specialnotams/specialnotamlisting.htm.

A Reminder Concerning Screening of Aliens Obtaining Flight Training

FAA Notice 8700.21 outlines the policy and procedures to be followed before training providers can administer flight training to aliens in aircraft with a maximum certificated takeoff weight of 12,500 pounds or more in accordance with the Aviation and Transportation Security Act (PL 107-71). PL 107-71 requires training providers to notify the U.S. Attorney General that an alien has requested aviation training in an aircraft with a maximum certificated takeoff weight of 12,500 pounds or more. Once all the data and fingerprints are received, the Department of Justice (DOJ) then has 45 days to inform the training provider whether the alien poses a risk to aviation or national security.

It is significant to note that the FAA definition of a "large aircraft" is "more than 12,500 lbs" while the definition of a "large aircraft" in the Aviation and Transportation Security Act is "12,500 lbs or more". This may mean that some aircraft that have a maximum certificated

takeoff weight of exactly 12,500 lbs may be considered "large" aircraft for the purposes of the Aviation and Transportation Security Act.

The notice explains how training providers (individual instructors, training centers, certificated air carriers, and flight schools) can register with their local FSDO through a designated website so that

"... training providers can register with their local FSDO through a designated website so that flight training candidates can apply for the appropriate background check."

flight training candidates can log onto the website to apply for the appropriate background check. One manager/supervisor in every FSDO/IFO/CMO has been designated as the point of contact to register training providers with the DOJ. Training providers will need to determine whether an applicant for training in an aircraft with a maximum certificated takeoff weight of 12,500 pounds or more is a citizen or an alien subject to section 113 of the Aviation and Transportation Security Act. (Legal permanent residents of the United States are subject to the requirements of section 113.) The DOJ

requires one of the following documents to establish either proof of citizenship or nationality: an unexpired and valid U.S. passport; an original birth certificate with raised seal documenting birth in the United States or one of its territories; an original U.S. Naturalization Certificate with raised seal; an original certification of birth abroad; or, an original certificate of U.S. citizenship.

If a training provider has any questions about the registration process and any of the above required documents or any other documentation presented by a person who claims to be a citizen or national of the United States, that training provider should seek further guidance from the Director, Foreign Terrorist Tracking Task Force, Mailbox 27, Federal Bureau of Investigation, 935 Pennsylvania Avenue, NW., Washington, DC 20535, (703) 414-9777.

Please refer to the above notice for further details on the notification process.

Increased Emphasis on Part 135 CRM Training

As a result of an accident in March, 2001 involving a G-III aircraft in Aspen, Colorado, and an NTSB (National Transportation Safety Board) recommendation, the FAA is once again recommending that Part 135 air carriers with two pilot crews incorporate CRM (Crew Resource Management) Training in their curricula. Please refer to FAA Notice 8400.49 at www.faa.gov/avr/afs/notices/ and the NTSB website at www.nts.gov/publictn/a_acc1.htm, and refer to NTSB report # AAB-02-03.

FAA Banner Tow Authorizations and TSA

The FAA will now coordinate with the Transportation Security Administration

(TSA) when issuing or canceling/terminating authorizations for aerial advertising (banner-tow) operations. With increased security concerns, TSA needs to have a complete listing of current banner-tow authorization holders and immediate notification of status changes (i.e., termination, expiration, or revocation). This is to avoid the chance that TSA will issue a waiver to enter an area designated as a TFR (Temporary Flight Restriction) to an expired or terminated banner tow authorization holder. TSA waivers may be issued to holders of FAA banner tow authorizations to authorize them to fly in areas covered by various NOTAM's (Notices to Airmen).

Emergency Medical Equipment

As of April 12, 2004, the FAA will require Automated External Defibrillators (AED) and Emergency Medical Kits (EMK) on all airplanes operated by Part 121 Air Carriers that have a maximum payload capacity of more than 7,500 pounds and at least one flight attendant. Advisory Circular (AC) 121-33A provides guidance to operators about onboard emergency medical equipment. Although the information is oriented toward Part 121 Air Carriers, Part 135 and Part 91 operators should refer to this AC for guidance when such emergency medical equipment is deployed on aircraft. The AC points out that the FDA, and not the FAA, is responsible for regulating safety standards for the manufacture and use of AED's. The FAA is responsible for regulating the safety of the power sources used in AED's when carried on board passenger-carrying aircraft.

Please refer to the AC for further details.

Continued on next page

Cockpit Voice Recorder Deactivation

The FAA is notifying operators of airplanes equipped with a CVR (Cockpit Voice Recorder) to revise their cockpit procedures to stipulate that the CVR be deactivated immediately upon completion of the flight, as part of an approved aircraft checklist procedure, after a reportable event has occurred. A reportable event is defined in Chapter VIII, National Transportation Safety Board Part 830 (NTSB 830). A copy of NTSB 830 is available at www.access.gpo.gov/nara/cfr/waisidx/49cfr830.html. The new checklist item should be the last item on the checklist that the flightcrew accomplishes prior to departing an aircraft. If the CVR is deactivated, the expanded checklist procedures should specifically direct the flightcrew to notify maintenance personnel that the CVR contains data that must be preserved. At the conclusion of the flight, the flightcrew should make a maintenance logbook entry describing the reportable event. Please refer to FAA Notice 8400.48 for further details or contact your assigned principal inspector.

Emergency Evacuations on Overpressurized Airplanes

As a result of some deaths and injuries in pressurized aircraft where the emergency exit doors were opened while the aircraft was on the ground and the cabin still pressurized, the NTSB and FAA is urging operators of pressurized aircraft to incorporate procedures into their training programs that will prevent such incidents when an emergency evacuation is initiated. Operators should refer to FAA Notice 8400.35 or contact their assigned POI for further information.

Information Pamphlet for Banner Tow Operators

The FAA has published a pamphlet for Banner Tow operators that provides detailed information on banner towing operations and the application process for obtaining a Certificate of Authorization for banner towing. Topics include equipment and operation safety issues, aircraft requirements, samples of pre and post

flight checklists, etc. You can obtain a copy through the Internet at www.faa.gov/avr/afs/faq-fs.pdf. →



CUSTOMER SERVICE PRINCIPLES

As our customer, you can expect from us:

- ◆ Service that promotes a safe, secure, and efficient aviation system
- ◆ Considerate, respectful, and professional service
- ◆ A clear explanation of the requirements, alternatives and possible outcomes associated with your inquiry or request
- ◆ A timely and complete response to your inquiry or request
- ◆ A clear explanation of our decisions
- ◆ An environment without fear of retribution if you challenge our decisions
- ◆ Fair and careful consideration of your issue
- ◆ Clear guidance on how you can elevate your concerns to the next higher level of authority

We ask our customers to:

- ◆ Understand that FAA's first priority is safety
- ◆ Display the same level of professionalism with which you wish to be treated
- ◆ Provide all pertinent information in a timely manner
- ◆ Use our "chain-of-command" to elevate your concerns

We share the responsibility to work together with mutual respect and integrity to continue to make the U.S. aviation system the safest in the world.